

<b>Role:</b>	Customer Service Advisor
<b>Responsible to:</b>	Customer Service Manger
<b>Tenure:</b>	Permanent (Part-Time)
<b>Salary:</b>	£23,852 per annum (pro rata)
<b>Hours:</b>	17.5 hours per week

### **Who is Cynon Taf Community Housing Group**

**Cynon Taf Community Housing Group** comprises three organisations. We are registered under the Co-operative and Community Benefit Societies Act 2014 with Charitable Status No. 30399R. Cynon Taf Community Housing Group is based in Abercynon in the heart of Rhondda Cynon Taf in south Wales.

**Cynon Taf Housing Association** manages around 2,000 homes across the Cynon and Taf valleys, a mix of mainly general needs housing plus sheltered and supported accommodation. The association employs more than 70 people who support and deliver our core services, ensuring that tenants' homes are safe, warm and affordable. Our team also support tenants to pay their rent and other bills and help them to develop new skills or strengthen existing ones.

**Cwm Taf Care & Repair** has offices based in both Rhondda Cynon Taf and Merthyr Tydfil. It forms part of the wider national Care & Repair movement in Wales, which supports clients in privately-owned homes to live safely, warmly and as independently as possible. Cwm Taf Care & Repair works closely with the Cwm Taf Morgannwg University Health Board, local authorities and other partners who fund their services including their dedicated dementia service and handyman service.

**Down to Zero** is a community benefit society that aims to actively engage and work alongside the community to mitigate climate impact locally. It operates across two sites, Pontyclun and Mountain Ash, in Rhondda Cynon Taf. The project provides training and volunteering opportunities for our Housing Association tenants and the wider community to support their wellbeing.

Above all, we are a people-based organisation, passionate about providing great services and support, being a good employer, and a respected partner in our region and across Wales.

### **Main Purpose of the Role**

The Customer Services Adviser is the first point of contact, providing a high-quality customer centred service, which is fair and sensitive in accordance with policies, procedures, and our Customer Service Standard. The Customer Services Adviser will work proactively to deliver an excellent customer focused service through multi-channel contact from a range of customers. The

role requires a quality approach to resolving queries responsively and in a friendly manner and getting it right first time.

The Customer Services Team is responsible for providing excellent levels of customer service across our business. The role will also act as first point of contact for visitors to the office.

The Customer Services Advisor will work alongside the officers within the wider Housing and Communities directorate to provide technical information relating to customer queries around repairs and maintenance, provide support to customers with all tenancy management queries and support excellent customer service through communication. The Customer Service Advisor will also support the team with vital, time critical tasks in a professional manner, always with a focus on the individual needs of the customer.

Dealing with all aspects of the allocation and lettings process, the Customer Service Advisor will ensure advertising and offering of a property is in line with our policy and that of the Common Housing Register and ensuring that this is carried out in a fair and transparent manner. This will support the wider team to minimise rent loss and ensure our homes are let.

The Customer Services Advisor will lead on the administration of Physical Adaptation Grants, work closely with Cwm Taf Care & Repair, contractors and Welsh Government, as well as ensuring component records and servicing information is updated.

In addition, as part of the wider role, the Customer Services Advisor will have time away from the telephones to undertake key pieces of related clerical and administrative work that is generated by Housing, Maintenance & Compliance Teams, and will provide a level of Team Support that enables the smooth running of all front facing departments within the organisation.

To undertake this role successfully, a strong affiliation and understanding of our organisational values as well as placing the customer at the centre needs to be demonstrated at all times.

### **Key Measures of Performance**

- Strong customer service acumen, including the ability to develop trusting, respectful relationships with tenants and customers in a Multi-channel based setting.
- Empathetic and understanding approach at all times – always positive and professional, even in challenging circumstances.
- Excellent communication with both tenants, customers and internal teams, including passing of key information on quickly and efficiently where needed and resolving issues at the first point of contact where possible.
- Resolving tenant queries, and issues at the first point of contact where possible, and being solution focussed in order to not only give the best possible experience to the customer, but to enable the organisation to use it's vital resources in the best way possible
- Supporting customers to make rent payments and promote a payment culture and work closely with the Housing Officers.

- Deal with applicants that have been offered a home in a fair and clear manner while ensuring details and data are recorded correctly and available for the team to view
- Excellent repair diagnostics of repair request from customers and colleagues are accurately undertaken at first point of contact so that services we provide to customers are right first time
- Accurate and timely data collection - ensuring that CRM is updated with key information, communication across the teams is clear and records are accurate.
- Team support tasks and administration is undertaken in a timely and accurate manner so that the front facing services can operate effectively and in line with customer expectations and requirements.
- Tracking compliance maintenance works through to completion, liaising with colleagues, contractors, and material suppliers, obtaining accurate information so that essential compliance works to customer homes and communal areas are completed in time
- Manage the approved list of contractors maintaining accurate and up to date information and databases
- To assist with customer satisfaction and resident surveys, and tenant profiling
- Resolving tenant queries, and issues at the first point of contact where possible, and being solution focussed in order to not only give the best possible experience to the customer, but to enable the organisation to use it's vital resources in the best way possible.
- To contribute effectively and positively to the team; ensuring that all people play their part in creating excellent customer services, and a positive and team working environment where all skills and capacity are maximised.

### **Essential Requirements**

- Educated to a minimum of GCSE standard, or equivalent, with qualifications at C grade or above in Maths & English
- Experience in a frontline customer contact role in a busy office environment
- Experience of providing administration support
- Computer literate with a knowledge of Microsoft applications (Office) and computer-based record systems
- Can provide a supportive, friendly and high-quality customer service and resolve complaints in a positive and professional manner
- Excellent interpersonal skills and can interact with a diverse group of people including tenants, local authorities, social services, police, contractors and colleagues
- Clear and concise oral communication skills including active listening
- Work on your own initiative with minimum supervision
- Problem solving skills and decision making
- Ability to prioritise workload to meet deadlines
- Excellent organisational skills and able to multi-task
- Good numeracy and analytical skills
- Can treat matters in a sensitive, empathetic and confidential way

- Excellent written skills to include correspondence, reports, minutes and forms.
- Can generate own ideas and demonstrate a willingness to achieve continuous improvement in service delivery.
- Demonstrate the following qualities at all times: Champion customer focus, positive can do attitude, proactive, flexible, accurate, calm under pressure, a team player and able to represent the Group positively and professionally.
- Fire warden and First Aid trained.

### **Desirable Requirements**

- Experience within the social housing sector
- Basic knowledge of housing management, welfare benefits and current housing issues
- Basic knowledge of maintenance and repair procedures
- Have a customer service-related qualification
- Have experience of a contact centre environment
- Have experience of working with a wide range of customers in person, in a telephone based setting and social media platforms.
- Have experience of liaising with other professionals such as contractors, partner organisations and members of the community
- Have the ability to speak and write Welsh

Annex 1:

**OUR VISION** We want to be part of happy, healthy, and prosperous valley communities where everyone has a chance to live well. **OUR PURPOSE** We're here to provide great homes and support for the people who make up our communities. **OUR COMMITMENT TO EQUALITY AND DIVERSITY** - Diversity is everybody's responsibility. We value and promote equality and diversity at all levels throughout the organisation.

Our Values

**PASSION** – We care passionately about what we do

**RESPECT** – We treat everyone with respect

**RESPONSIBILITY** – We take responsibility for our actions

**INTEGRITY** – We carry out our roles with honesty and sincerity

**EXCELLENCE** – We always do our very best

Key objectives:

- Supporting resilient communities
- Delivering excellent services
- Growing our supply of homes
- Protecting our financial sustainability
- Investing in our governance, our people, and our systems
- Partnering with others to achieve shared goals

Across all priorities are:

- Fairness and equality
- Value for money
- Reducing our environmental impact